UNITED STATES PATENT AND TRADEMARK OFFICE

CONFIRMATION NO. 7310

Bib Data Sheet

SERIAL NUMBER 10/804,320	FILING OR 371(c) DATE 03/18/2004 RULE	CLASS 345	GROUP ART UNIT 2109	ATTORNEY DOCKET NO. 13906-142001 / 2003P00614

APPLICANTS

Janaki Kumar, Palo Alto, CA;
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** CONTINUING DATA ***************************
This appln claims benefit of 60/496,164 08/18/2003

** FOREIGN APPLICATIONS ***********************
N/A QN

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 05/29/2004

Foreign Priority claimed ☐ yes ☐ no 35 USC 119 (a-d) conditions ☐ yes ☐ no ☐ Met after met Allowance Verified and Acknowledged Examiner's Signature Initials QN		STATE OR COUNTRY CA	SHEETS DRAWING 16	TOTAL CLAIMS 18	INDEPENDENT CLAIMS 4

ADDRESS
32864

TITLE

Customization of an interaction center manager's graphical dashboard

FILING FEE RECEIVED 856	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ All Fees
		☐ 1.16 Fees (Filing)
		☐ 1.17 Fees (Processing Ext. of time)
		☐ 1.18 Fees (Issue)
		☐ Other _____
		☐ Credit